GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:1263
ANSWERED ON:27.10.2008
COMPLAINTS AGAINST PERFORMANCE OF TELECOM OPERATORS
Barad Shri Jashubhai Dhanabhai;Chaliha Shri Kirip

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Government has received complaints regarding the poor telecom services provided by the Government/Private telecom operators both in the fields of Landline and Mobile telephone services, leading to harassment of subscribers in the country;

(b) if so, the number of complaints received alongwith the number of complaints out of them disposed of during the last three years and the current year; and

(c) the action taken/being taken by the Government in the regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI JYOTIRADITYA M. SCINDIA)

(a) Yes, Sir.

(b) The number of complaints received and the number of complaints disposed of during the last three financial years in Deptt. of Telecom are 5s10,813 and 5,07,786 respectively. The number of complaints received from 01.04.2008 to 30.09.2008 is 120153 and 120063 complaints out of them have been disposed of These include individual complaints as well.

(c) With a view to improve quality of service Govt. is promoting the extensive use of wireless technologies in access network.

TRAI has notified the following Directions/Regulations to the service providers to address the major issues related to consumers;

Quality of Service (time period of resolution of billing complaints, refund of dues/security deposits to consumers, rectification of calls,rebate in rent for delayed rectification of faults etc. of Basic and Cellular Mobile Telephone Services, Regulations on 1st July, 2005.

Quality of Service (code of practice on metering and billing accuracy) Regulation, 2006 on 21st March 2006.

Telecom consumers Protection and Redressal of Grievances Regulation, 2007 on 4th May, 2007 which provides for speedy, effective and inexpensive redressal of grievances of consumers by the services provider.